ICT Accessibility Requirements Statement per the Revised Section 508 of the Rehabilitation Act

Software Development Services

General Exceptions

Technical Criteria:

- E207.1 General -

  Where components of ICT are software and transmit information or have a user interface, such components shall conform to E207 and the requirements in Chapter 5

- E207.2 WCAG Conformance -

  User interface components, as well as the content of platforms and applications, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).

- E207.2.1 Word Substitution -

  When Applying WCAG to Non-Web Software For non-Web software, wherever the term "Web page" or "page" appears in WCAG 2.0 Level A and AA Success Criteria and Conformance Requirements, the term "software" shall be substituted for the terms "Web page" and "page". In addition, in Success Criterion in 1.4.2, the phrase "in software" shall be substituted for the phrase "on a Web page."

- E207.3 Complete Process for Non-Web Software -

  Where non-Web software requires multiple steps to accomplish an activity, all software related to the activity to be accomplished shall conform to WCAG 2.0 as specified in E207.2.

Electronic Content

Technical Criteria:

- E205.1 General -

  Electronic content shall comply with E205.

- E205.3 Agency Official Communication -

Electronic content that is not public facing shall conform to the accessibility requirements specified in E205.4 when such content constitutes official business and is communicated by an agency through one or more of the following:

- A. An emergency notification;
- B. An initial or final decision adjudicating an administrative claim or proceeding;
- C. An internal or external program or policy announcement;
- D. A notice of benefits, program eligibility, employment opportunity, or personnel action;
- E. A formal acknowledgement of receipt;
- F. A survey questionnaire;
- G. A template or form;
- H. Educational or training materials; or
- I. Intranet content designed as a Web page.

- **E205.4 Accessibility Standard (WCAG 2.0)** -

Electronic content that is not public facing shall conform to the accessibility requirements specified in E205.4 when such content constitutes official business and is communicated by an agency through one or more of the following:

- A. An emergency notification;
- B. An initial or final decision adjudicating an administrative claim or proceeding;
- C. An internal or external program or policy announcement;
- D. A notice of benefits, program eligibility, employment opportunity, or personnel action;
- E. A formal acknowledgement of receipt;
- F. A survey questionnaire;
- G. A template or form;
- H. Educational or training materials; or
- I. Intranet content designed as a Web page.

- **E205.4.1 Word Substitution when Applying WCAG to non-Web Documents** -

For non-Web documents, wherever the term "Web page" or "page" appears in WCAG 2.0 Level A and AA Success Criteria and Conformance Requirements, the term "document" shall be substituted for the terms "Web page" and "page". In addition, in Success Criterion in 1.4.2, the phrase "in a document" shall be substituted for the phrase "on a Web page"..

The following standards are applicable:

- All WCAG A & AA Success Criteria apply.
- 602 Support Documentation
- 603 Support Services
- 302 Functional Performance Criteria

The following standards are applicable:

- All WCAG A & AA Success Criteria - except
  - 2.4.1 Bypass Blocks
  - 2.4.5 Multiple Ways
  - 3.2.3 Consistent Navigation
  - 3.2.4 Consistent Identification
- 602 Support Documentation
- 603 Support Services
- 302 Functional Performance Criteria

- **602 Support Documentation** -
- **603 Support Services** -
- **302 Functional Performance Criteria** -

Software

Technical Criteria:

- E501.1 Scope -

  The requirements of Chapter 5 shall apply to software where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

- E502.1 General -

  Software shall interoperate with assistive technology and shall conform to 502.

- E502.2 Documented Accessibility Features -

  Software with platform features defined in platform documentation as accessibility features shall conform to 502.2.

- E502.3 Accessibility Services -

  Platform software and software tools that are provided by the platform developer shall provide a documented set of accessibility services that support applications running on the platform to interoperate with assistive technology and shall conform to 502.3. Applications that are also platforms shall expose the underlying platform accessibility services or implement other documented accessibility services.

- E502.4 Platform Accessibility Features -

  Platforms and platform software shall conform to the requirements in ANSI/HFES 200.2, Human Factors Engineering of Software User Interfaces — Part 2: Accessibility (2008) (incorporated by reference, see 702.4.1) listed below:

  - **A. Section 9.3.3** Enable sequential entry of multiple (chorded) keystrokes;
  - **B. Section 9.3.4** Provide adjustment of delay before key acceptance;
  - **C. Section 9.3.5** Provide adjustment of same-key double-strike acceptance; ○ **D. Section 10.6.7** Allow users to choose visual alternative for audio output; ○ **E. Section 10.6.8** Synchronize audio equivalents for visual events; ○ **F. Section 10.6.9** Provide speech output services; and ○ **G. Section 10.7.1** Display any captions provided.

Exceptions:

- E503.2 User Preferences -

  Applications that are designed to be isolated from their underlying platform software, including Web applications, shall not be required to conform to 503.2.

ICT Support and Services

Technical Criteria:

- E208.1 General -

  Where an agency provides support documentation or services for ICT, such documentation and services shall conform to the requirements in Chapter 6.

- E601.1 Scope -

  The technical requirements in Chapter 6 shall apply to ICT support documentation and services where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

- E602.1 General -

  Documentation that supports the use of ICT shall conform to 602.

- E602.2 Accessibility and Compatibility Features -

  Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.

- E602.3 Electronic Support Documentation -

  Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).

- E602.4 -
- E602.3 Electronic Support Documentation -

  Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).

- E602.4 Alternate Formats for Non-Electronic Support Documentation -

  Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.

- E603.1 General -

  ICT support services including, but not limited to, help desks, call centers, training services, and automated self-service technical support, shall conform to 603.

- E603.2 Information on Accessibility and Compatibility Features -

  ICT support services shall include information on the accessibility and compatibility features required by 602.2.

- E603.3 Accommodation of Communication Needs -

  Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of

individuals with disabilities.

Instructions

The Accessibility Requirements Report should be incorporated into the solicitation requirements document (SOO, SOW, PWS, etc.). Please go to the Revised 508 Standards Toolkit (https://section508.gov/manage/program-roadmap) for further information on the procurement process.